

Furnace Repair/ Replacements

HEAP eligible homeowners who need to have their furnace repaired or replaced should call the HEAP appointment line at 292-3960 for assistance.

Monroe County HEAP Office

111 Westfall Road • Room 104
Rochester, New York 14620
Appointment Line: 292-3960
General Information: 274-6477

Action For A Better Community

917 East Main Street
Rochester, New York 14605
442-4167

HEAP

111 Westfall Road • Room 104
Rochester, New York 14620



HEAP

Home Energy Assistance Program



Sherri Wood
Social Services Acting Director

Jack Doyle
County Executive

BENEFIT DETERMINATION and PAYMENT

Most HEAP benefits are paid to the heating/utility company. Direct payments are made only to households with heat and utilities included in the non-subsidized rent.

Basic HEAP grants are determined by: heat type, household size, household gross income, and the presence of a vulnerable person (child under 6, adult 60 or over, or a disabled individual).

Emergency HEAP grants are paid only to the heating/utility company. Households with heat and utilities included in the rent are not eligible for Emergency HEAP. Grants are determined by: heat type, household size, household gross income, and the presence of a vulnerable person (child under 6, adult 60 or over, or a disabled individual).

HOUSEHOLDS WITH SUBSIDIZED RENT WITH HEAT INCLUDED IN THE RENT ARE NOT ELIGIBLE FOR HEAP

EMERGENCY HEAP

The Emergency HEAP benefit is for households with a crisis situation (shut off, no heat, fuel outage). In addition, Emergency HEAP requires that the household does not have any liquid resources.

Temporary Assistance and Food Stamp Households:

Call the Temporary Assistance worker assigned to the household. The worker will assist you with the emergency.

All Other Households

Call the Appointment Line at the
111 Westfall Road HEAP Office – 292-3960.

The Home Energy Assistance Program (HEAP) is a federally funded program that assists low income households in meeting the high costs of home heating.

BASIC/REGULAR HEAP (Non-Emergency)

Temporary Assistance & Food Stamp/Cash Households:

All Temporary and Food Stamp households that have a vulnerable member, such as a child under six, adult 60 years of age or older, or a disabled person, should receive an automatic HEAP payment. Payments will go either to the utility company or as a direct payment (only if heat and utilities are included in the non-subsidized rent.) These payments will not be made until March. Temporary Assistance and Food Stamp households without a vulnerable member will not receive an automatic Benefit and should contact their worker.

60+ Years of Age or Disabled:

(Not on Temporary Assistance or Food Stamps)

These households can apply for HEAP by mail. To request an application, call HEAP at 274-6477.

Under 60 Years of Age:

***(Not on Temporary Assistance or
Food Stamps/Cash, non-emergency)***

These households can apply for HEAP at Action for a Better Community (ABC) by calling 442-4167 to make an appointment.

Under 60 Years of Age Who Received HEAP Last Year:

These households will be mailed an application. The completed application is to be mailed, with the required documentation, to the HEAP office at 111 Westfall Road, Room 104, Rochester, NY 14620. Also you may apply online through the Statewide website at NYS Office of Temporary and Disability Assistance.

Code A SSI Recipients:

(Not receiving Food Stamps/Cash)

An application will be mailed to these SSI recipients. The completed application is to be mailed to the HEAP office at 111 Westfall Road, Room 104, Rochester, New York 14620.

WEATHERIZATION

Weatherization services can help control heating costs by making a dwelling more energy-efficient. Weatherization can include an energy audit, insulation, windows and doors, etc. HEAP eligible homeowners are automatically eligible for Weatherization. For households 60 years of age or older, weatherization referral services are available through the Office for the Aging – 292-4090. For households under 60 years of age, weatherization referral services are available through HEAP at 274-6477.